

Chapter 4: Meridian IVR documentation

Overview

Meridian IVR NTPs are packaged for two audience groups:

- developers who will use the Development NTP package
- operators or administrators who will use the Operational NTP package

Primary references

The Meridian IVR documentation suite is comprised of the following publications:

Development NTPs

These NTPs are for use by developers to develop and run Meridian IVR applications. The following skills are assumed:

- basic programming principles and telecommunications knowledge
- "C" programming in UNIX
- intermediate to advanced UNIX knowledge

This package is comprised of the following documents:

- *Meridian IVR Application Development Guide* (NTP 555-9001-310)
- *Meridian IVR 3270 Gateway Development Guide* (NTP 555-9001-312)
- *Meridian IVR SQL Server Guide* (NTP 555-9001-314)
- *Meridian IVR VT100 Gateway Development Guide* (NTP 555-9001-316)
- *Meridian IVR 5250 Gateway Development Guide* (NTP 555-9001-318)

Meridian IVR Application Development Guide (NTP 555-9001-310)

This document provides information and procedures for developing Meridian IVR applications. These include

- using the Application Editor
- using cells and the Database Editor
- creating applications

Meridian IVR 3270 Gateway Guide (NTP 555-9001-312)

This guide is intended for application developers whose voice applications require access to mainframe resources through the 3270 communications protocol.

This guide provides an overview of the 3270 communications protocol and the features of the Meridian IVR 3270 Gateway. It provides a description of how to install and configure the 3270 Gateway to enable the Meridian IVR application to access 3270 applications running on a mainframe.

The application developer is guided through defining 3270 transactions with template files and the creation of the call-flow interface.

Meridian IVR SQL Server Guide (NTP 555-9001-314)

This guide is intended for application developers whose voice applications require access to mainframe resources through an SQL server.

This guide provides an overview of the SQL server communications protocol needed, and a description of how to install and configure the SQL server to enable the Meridian IVR application to access SQL applications running on a mainframe.

The application developer is guided through defining SQL transactions with template files and the creation of the call-flow interface.

Meridian IVR VT100 Gateway Guide (NTP 555-9001-316)

This guide is intended for application developers whose voice applications require access to mainframe resources through the VT100 communications protocol.

This guide provides an overview of the VT100 communications protocol and the features of the Meridian IVR VT100 Gateway. It provides a description of how to install and configure the VT100 Gateway to enable the Meridian IVR application to access VT100 applications running on a mainframe.

The application developer is guided through defining VT100 transactions with template files and the creation of the call-flow interface.

Meridian IVR 5250 Gateway Guide (NTP 555-9001-318)

This guide is intended for application developers whose voice applications require access to mainframe resources through the 5250 communications protocol.

This guide provides an overview of the 5250 communications protocol and the features of the Meridian IVR 5250 Gateway. It provides a description of how to install and configure the 5250 Gateway to enable the Meridian IVR application to access 5250 applications running on a mainframe.

The application developer is guided through defining 5250 transactions with template files and the creation of the call-flow interface.

Operational NTPs

These NTPs are for use by customers who will run applications created by the Developer group. They are

- technicians who will install and maintain the systems
- system administrators who will run the systems

Operational technicians should be familiar with Meridian Mail and have a basic knowledge of UNIX. System administrators do not require UNIX experience.

This package is comprised of the following documents:

- *Meridian IVR Product Guide* (NTP 555-9001-010)
- *Meridian IVR Planning and Engineering Guide* (NTP 555-9001-200)
- *Meridian IVR Installation Guide* (NTP 555-9001-210)
- *Meridian IVR System Administration Guide* (NTP 555-9001-300)
- *Meridian IVR Getting Started Guide* (NTP 555-9001-302)
- *Meridian IVR Fax Application Guide* (NTP 555-9001-350)
- *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500)

Note: Operational NTPs are supplied for all Run-time systems. The Fax Application guide which is included with the operational NTPs also contains information on fax application development.

Meridian IVR Product Guide (NTP 555-9001-010)

This document provides a high-level overview of Meridian IVR 2.0/I. Basic information about the hardware, software, connectivity, and the system configuration is provided.

Meridian IVR Planning and Engineering Guide (NTP 555-9001-200)

This document provides task-based information and procedures for planning and engineering Meridian IVR systems. These include

- determining pre-configuration requirements
- determining service requirements
- packaging
- planning an expansion

Meridian IVR Installation Guide (NTP 555-9001-210)

This document provides task-based information for installing a Meridian IVR system. This includes

- installing the Meridian IVR 2.0/I system hardware and software
- upgrading a Meridian IVR system
- testing the installation
- verifying the installation
- configuring Meridian IVR for customer applications
- trouble locating and clearing (troubleshooting)
- routine maintenance (backups)

Meridian IVR System Administration Guide (NTP 555-9001-300)

This guide explains the procedures to be used for configuring and maintaining a system. These include

- using the backup tool
- using the Voice Prompt Editor
- allocating system resources
- managing prompts
- managing applications
- generating reports

Note: This document contains basic information on the character-based user interface (accessed remotely). It provides an overview and explains the differences between the graphical and character-based interfaces.

Meridian IVR Getting Started Guide (NTP 555-9001-302)

This document provides basic information for navigating through the Meridian IVR application development Graphical User Interface (GUI).

Meridian IVR Fax Application Guide (NTP 555-9001-350)

This is a detailed, task-oriented manual which provides information on the Meridian IVR 2.0/I Fax feature. This guide describes how to perform the following key activities:

- sending and scheduling faxes for delivery
- viewing/editing faxes
- customizing faxes with logos and/or signatures

Meridian IVR Maintenance and Diagnostics Guide (NTP 555-9001-500)

This guide is intended for personnel who are responsible for maintenance and diagnostics of the Meridian IVR system hardware and software. This guide provides information on the following topics:

- diagnostics strategies
- system support utilities
- fault isolation
- maintenance procedures
- error messages

Secondary references

Meridian Mail interface

Meridian Mail is the voice processing platform for Meridian IVR. Consult the applicable Nortel publications (NTP 555-70x1-xxx) for information concerning Meridian Mail.

Online documentation

Meridian IVR has a built-in help facility which provides general information and help for menu items and cells.

CDROM distribution

The Meridian IVR documentation is available on the Meridian 1 CDROM (a separately orderable item). All of the documentation discussed in this chapter (excluding third party documentation) is distributed on the Meridian 1 CD-ROM.

Third party documentation

Third party documentation for external peripherals or cards inside the AP is also provided. This documentation is for reference only. Maintenance and diagnostics procedures described in the *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500) should be followed for troubleshooting.

Meridian IVR

Product Guide

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Publication number:	555-9001-010
Product release:	2.0/1
Document release:	Standard 1.0
Date:	February 1997

Printed in the United States of America

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NORTHERN TELECOM